

**PAST PERFORMANCE SURVEY**

**Solicitation No. DTFASO-09-R-00054,  
REPAVEMENT OF PARKING LOT "C" AND ACCESS ROADS  
"A", "B" AND "C" PROJECT, LEESBURG ARTCC  
LEESBURG, VIRGINIA**

**To:** \_\_\_\_\_ (Point of Contact)  
\_\_\_\_\_ (Company)  
\_\_\_\_\_ (Phone)  
\_\_\_\_\_ (Fax)

The Federal Aviation Administration (FAA) is currently evaluating our company/firm **(insert company name)** \_\_\_\_\_ for past performance and customer satisfaction. Since you are one of our past customers it would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and return to the (FAA) via facsimile to 404-305-5774.

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

Tracie B. Harris, Contracting Officer  
Telephone: (404) 305-5779  
Facsimile: (404) 305-5774

Please identify the project(s) that this company has performed for your organization, description, city, state, and approximate dollar value:

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**Respond to the following on a scale of 1 to 5, with 3 being Acceptable, and 5 being Outstanding.**

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
4. To what extent did the contractor's management system provide visibility into problems and risks? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. How effective has the contractor been in identifying user requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. To what extent did the contractor issue professional correspondence? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's Supervisor(s)? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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12. To what extent did the contractor submit required reports and documentation in a timely manner? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
13. To what extent were the contractor's reports and documentation accurate and complete? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
15. To what extent did the contractor comply with safety requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the contractor's overall quality of service? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
17. To what extent was the contractor effective in interfacing with the Government staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

**Respond: Yes or No.**

20. Were there any cure notices issued? Yes: \_\_\_\_ No: \_\_\_\_
21. Was contractor pro-active? Yes: \_\_\_\_ No: \_\_\_\_
22. Did contractor suggest cost-saving changes? Yes: \_\_\_\_ No: \_\_\_\_
23. Would you recommend this contractor? Yes: \_\_\_\_ No: \_\_\_\_



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**For Federal contracts:**

24. Were there any Labor Department Investigations? Yes: \_\_\_\_ No: \_\_\_\_

24a. If yes, please describe reason and final outcome.

\_\_\_\_\_

25. Were there any safety investigations? Yes: \_\_\_\_ No: \_\_\_\_

25a. If yes, please describe reason and final outcome.

\_\_\_\_\_

26. Were there any security investigations? Yes: \_\_\_\_ No: \_\_\_\_

26a. If yes, please describe reason and final outcome.

\_\_\_\_\_

27. Was there a partial or complete termination for default or convenience?

Yes: \_\_\_\_ No: \_\_\_\_

27a. If yes, please describe reason and final outcome.

\_\_\_\_\_

28. Are there any pending terminations? Yes: \_\_\_\_ No: \_\_\_\_

29. What is/was the duration of the contract? \_\_\_\_\_

30. Were there any performance issues regarding the contractor's work? If yes, please describe.

\_\_\_\_\_

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Please provide other comments:

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**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_